

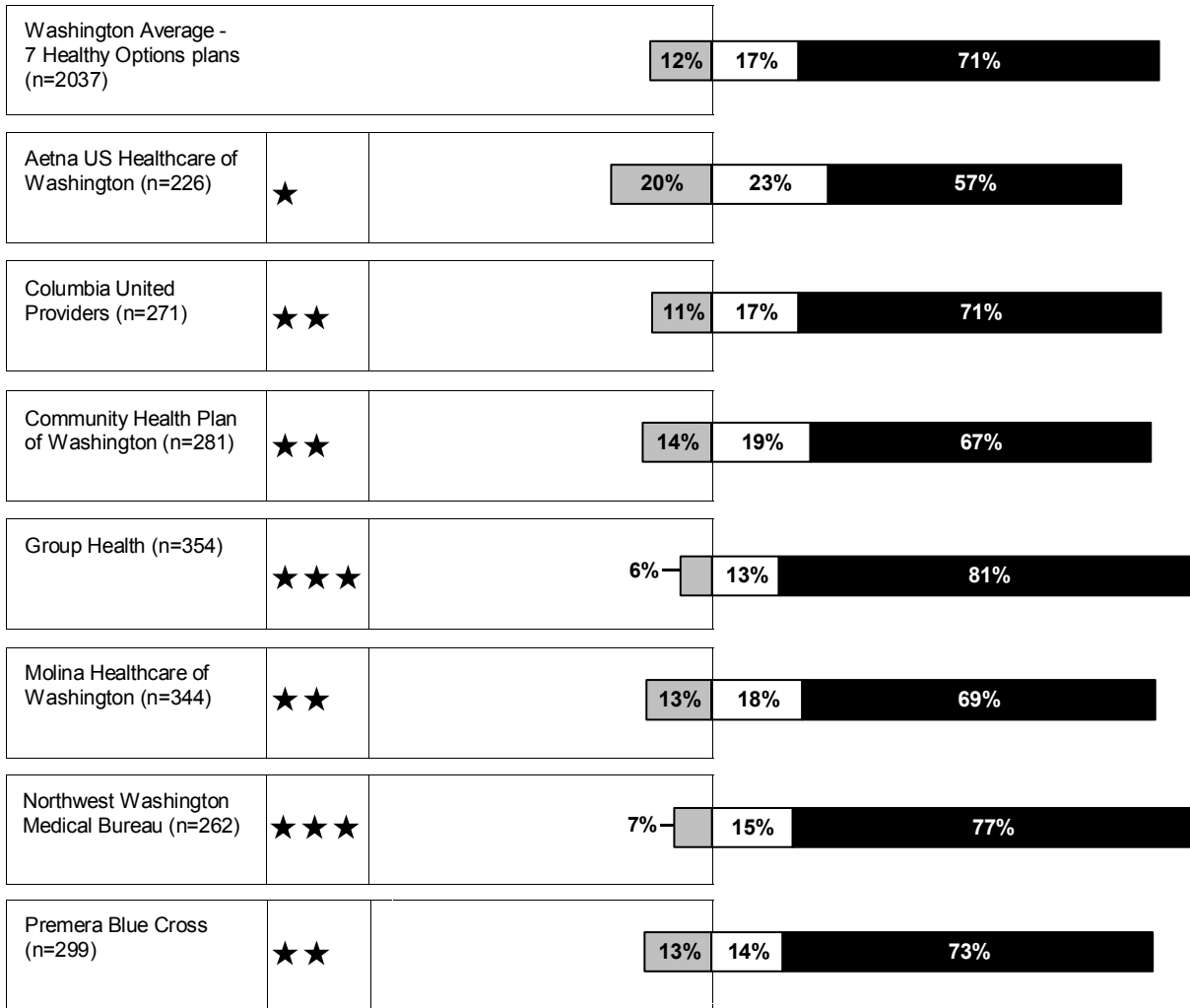
Healthy Options - Adults

Core CAHPS Questions

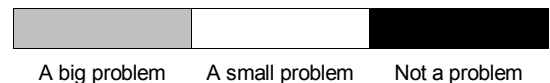
Composite

Getting Care That Is Needed

This chart summarizes the responses to survey questions 7, 12, 26, and 27 contained in the composite, "Getting Care That Is Needed." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

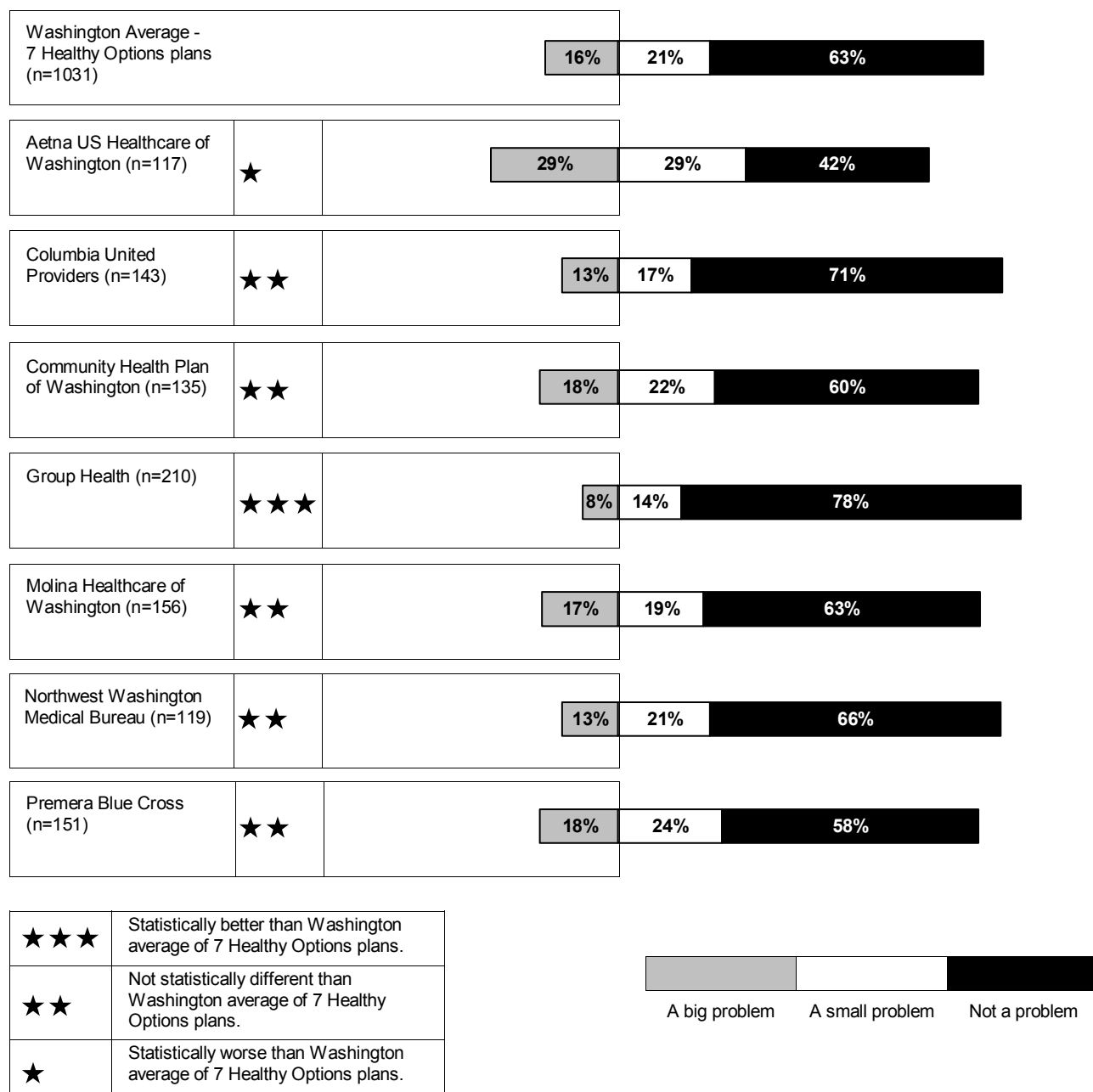
Healthy Options - Adults

Core CAHPS Questions

Question 7

Getting Care That Is Needed

Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you were happy with?"



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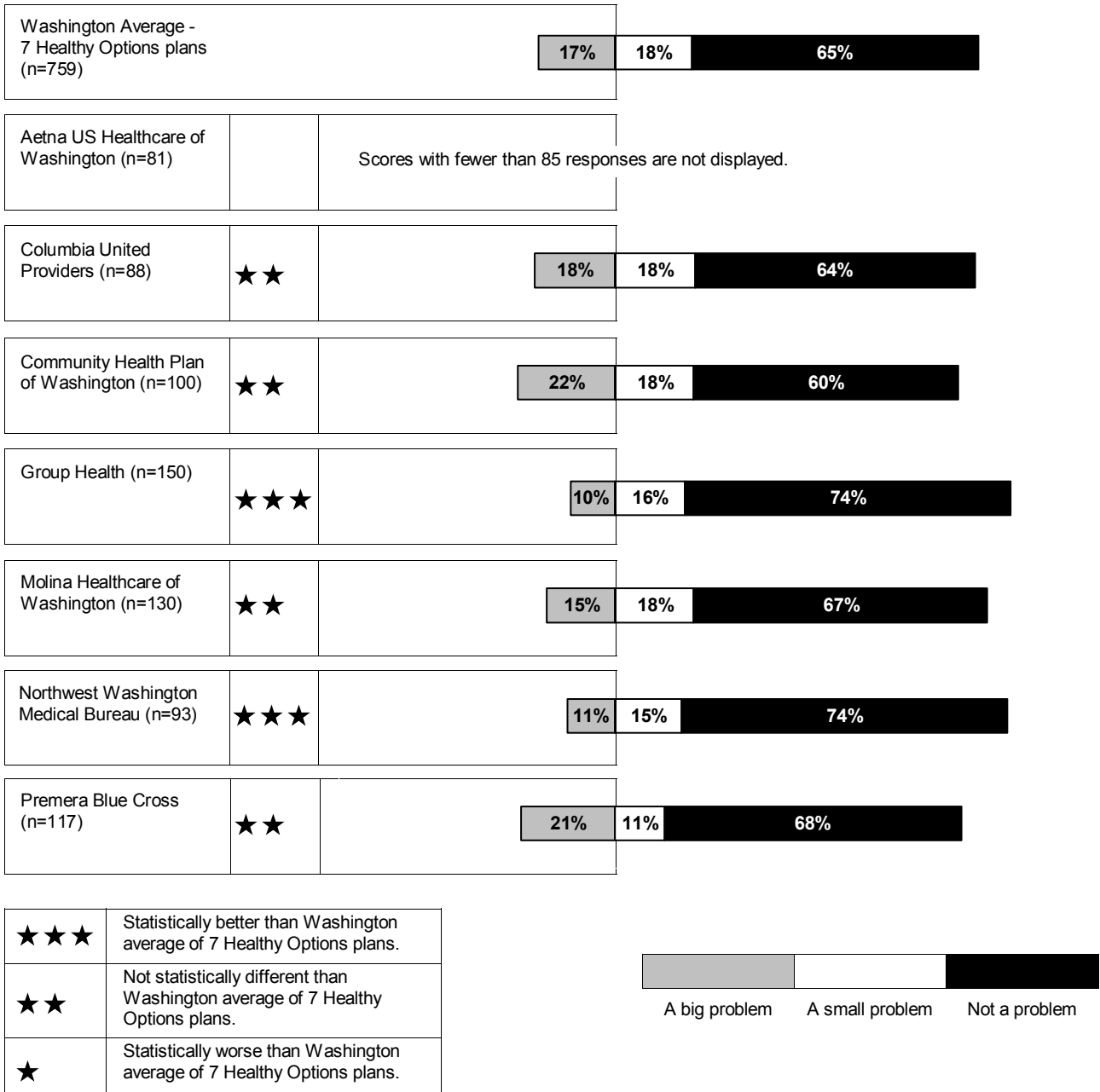
Healthy Options - Adults

Core CAHPS Questions

Question 12

Getting Care That Is Needed

Q12. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?"



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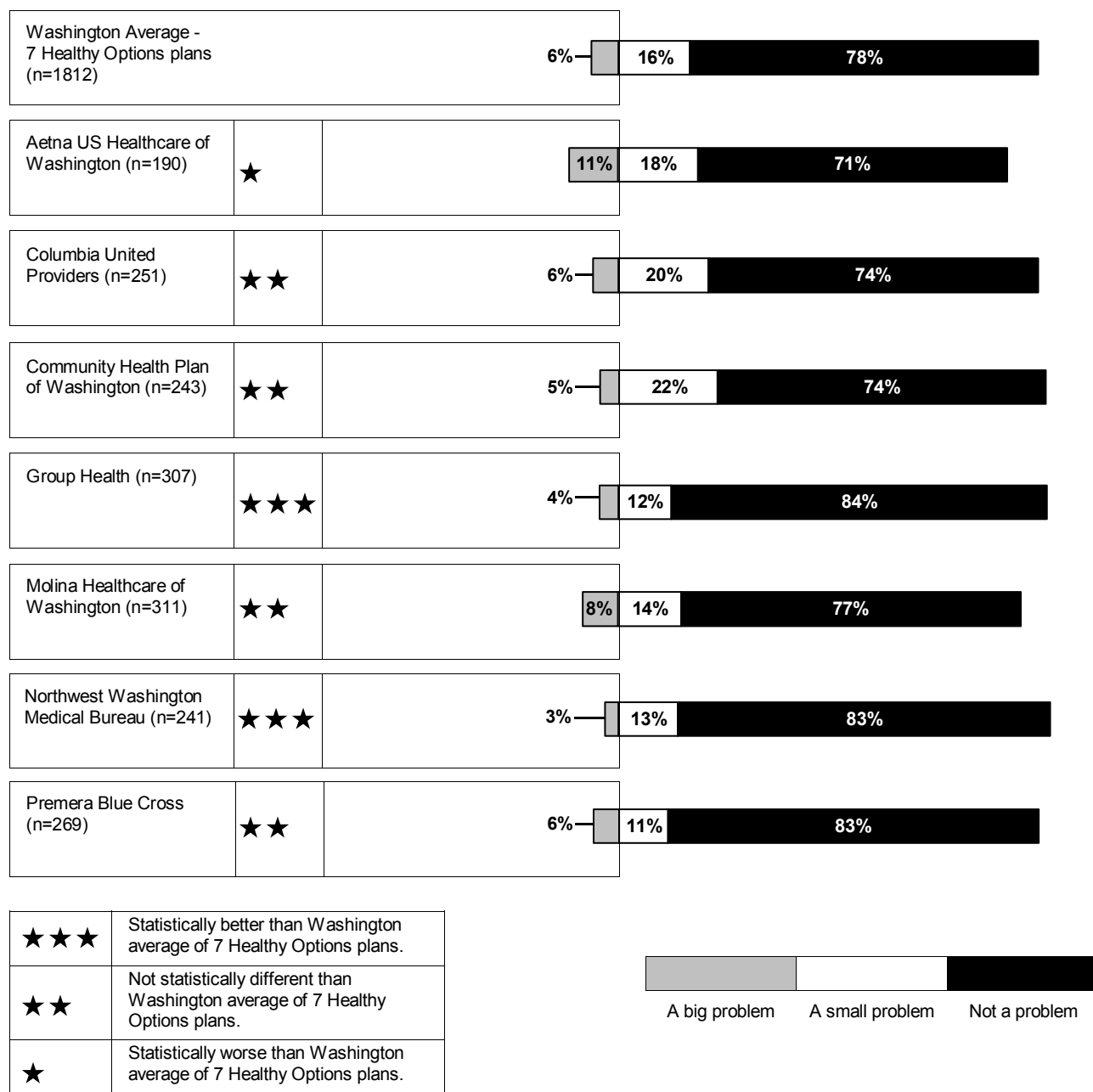
Healthy Options - Adults

Core CAHPS Questions

Question 26

Getting Care That Is Needed

Q26. "In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"



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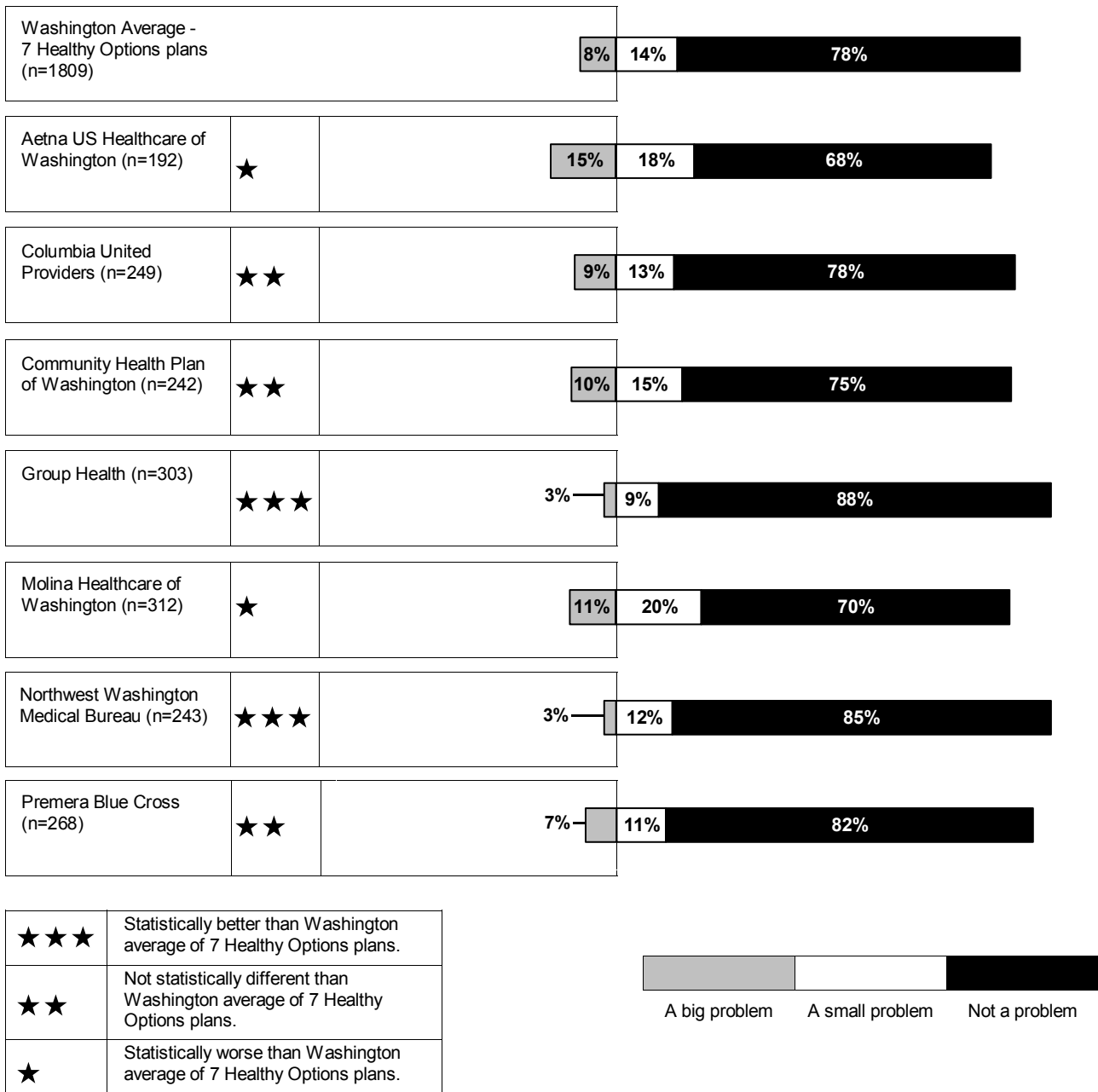
Healthy Options - Adults

Core CAHPS Questions

Question 27

Getting Care That Is Needed

Q27. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"



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